

November 15, 2015



**intermountain**  
*restoring hope for children*

**MT Legislature--Child, Family, Health & Human Services Interim Committee**  
**RE: DPHHS Leadership**

Senator David Wanzenried, Chairman:

Intermountain has been a provider of a variety of mental health services to children and families in Montana for over 100 years. Intermountain provides services to over 1,000 children and families both inpatient and outpatient in the western region of Montana. For the past 35 years I have had the privilege of working with Intermountain and the families it serves. In this time, I have experienced many difficulties in working with the Department regarding children's mental health and child welfare. I wanted to take the time to share with you some major shifts myself and my organization have experienced in regards to the Department and the new leadership.

- 1) Open and Transparent—Our experience with the new leadership has been that they have created an atmosphere of openness to feedback and willingness to look at areas or issues that are problems. They not only are open to this, they are also willing to be transparent about where things are at and what is needed for system of care change. One example of this is when we received clear data for the first time from both Child and Family Services and Children's Mental Health Bureau. We had been asking for this data from them for at least the past 6 years.
- 2) Willingness to Change—The leaders at Children's Mental Health Bureau engaged in listening to us regarding some rule changes that were extremely detrimental to Home Support Services. After hearing the feedback they created a work group to fix the rule changes. They worked with us to not only fix the issues in order to support providers and clients, but asked us to also understand their budget constraints and collectively find solutions for this together. We are also currently engaged in a process involving a workgroup to improve the 1915i services.
- 3) Right People in the Right Seats—Most important to their success in transforming their Department has been having the right people in leadership. Richard Oppen in the Director position has been a breath of fresh air and responsible for achieving the start of a significant culture shift. Administrator of the Developmental Services Division, Rebecca De Camara, along with Zoe Barnard as the Children's Mental Health Bureau Chief have completely transformed Medicaid services for children and their families. Their openness to listen and willingness to tackle very tough issues that they inherited has been commendable. Sarah Corbally as the Administrator for the Child and Family Services is also key to many changes that will help with our most vulnerable children. All of these people have in common a desire to bring about changes that are progressive and consistent with the national agenda. They all share a desire to move towards outcomes to drive the services and programs.

The previous 10 years of DPHHS have proscribed to the mindset of short term solutions and no focus on outcomes. What I am beginning to witness with the new leadership at DPHHS is they understand that short term solutions have not and will not work. They also are willing to be bold, innovative and creative in looking at ways to implement long term solutions while understanding and respecting the constraints they work within and the need for outcomes. This will result in positive change that will impact our most vulnerable citizens and in the long run save tax payer dollars. I look forward to working with the Department for the first time in many years and I am hopeful for what we can partner and collectively do in the future.

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**CHILDREN & FAMILIES COMMITTEE**  
**November 15, 2013**  
**Exhibit 20**